Broadcast to all CMS Users

from

Division of Public Assistance Systems Operations

CMS Is Up

This morning's problems with the State of Alaska mainframe have been resolved, so the broker which runs CMS is back up and your access to the system has been restored.

Sometimes when the system has been down, printers are temporarily lost from the printer list. If your printer is not in the box, please close your Internet connection down completely and then reenter Explorer and CMS and try again. If you still cannot locate your printer, please notify the Help Desk.

If you have any further problems either accessing CMS or being thrown out of CMS, be sure to let us know. In your e-mail message to the Help Desk, please include:

• error messages you received when you lost your CMS connection
• what you were doing, and
• the client you were working on.

If you have any questions, please contact the DPA EIS Helpdesk at <eishelp@health.state.ak.us>.